

# Online booking platform

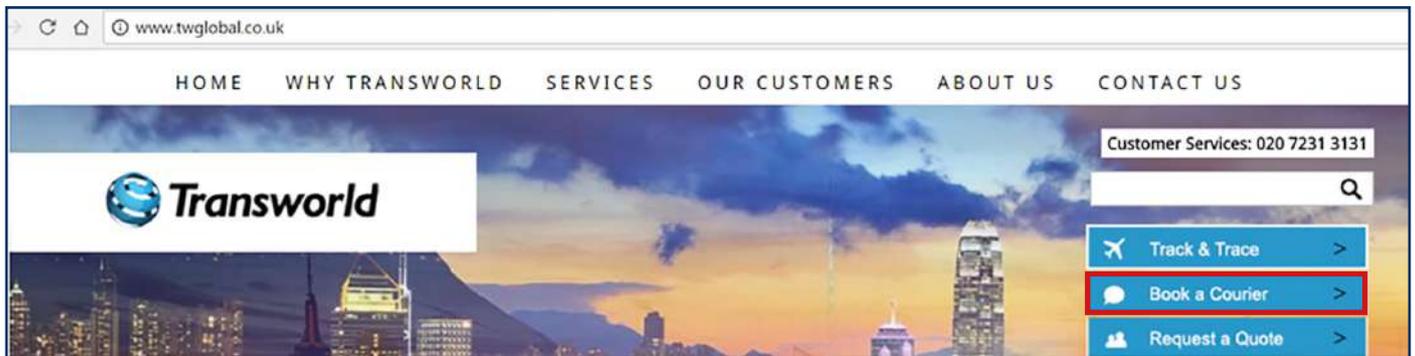
Welcome to your new online booking platform! As part of CitySprint, your single login gives you access to the Transworld booking platform for UK Overnight and International deliveries as well as the CitySprint SameDay Online platform.

As your new platform is modern and intuitive, booking should be a breeze. We have highlighted a few important parts of the booking journey in this document to help you along the way.

We are always on hand to answer any questions you might have about the platform or if you get stuck. Simply call your [local service centre](#) or touch base with the team on [LiveChat](#) via the CitySprint website.

## Logging in

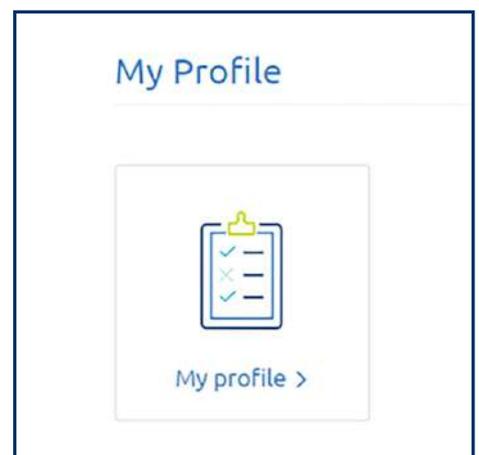
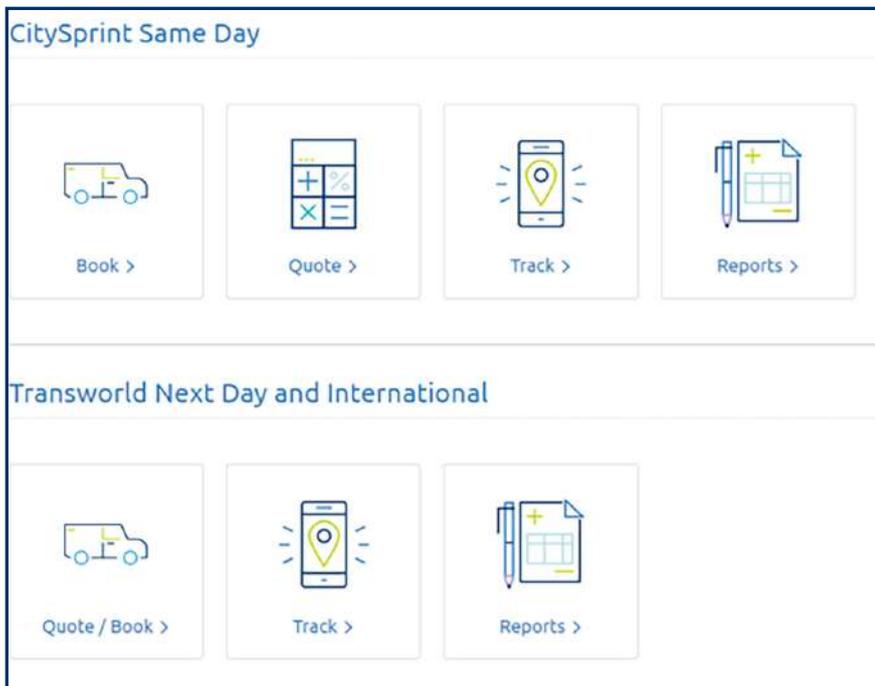
To book online, you'll need to login with your profile details. Visit the Transworld website ([twglobal.co.uk](http://twglobal.co.uk)) and click 'Book a courier' – highlighted in red below. Your login details will also work if you login via the CitySprint website.



You'll see that logging in is now easier- you only need your email address and password, not your account number. Your single profile login will give you access to all accounts that are aligned to you.

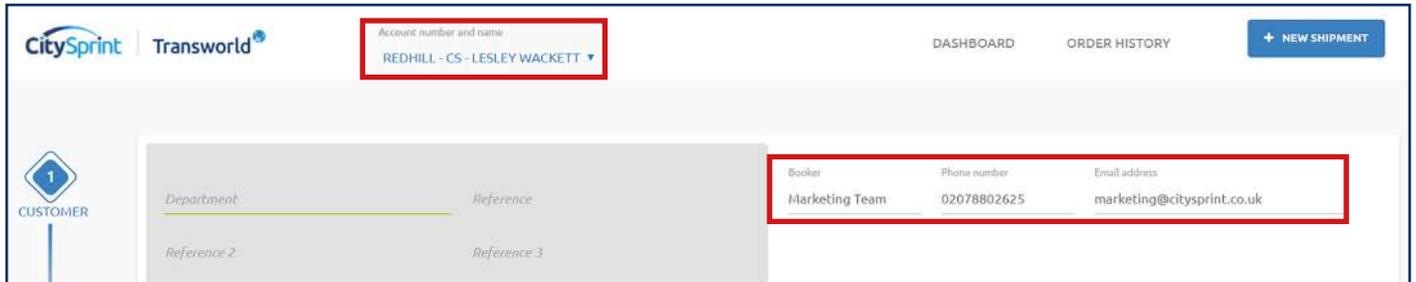
## Your dashboard

Via the dashboard you can manage your profile (this is where you can save addresses and set up your default information) as well as book the right service for you. By scrolling down, you can either select a Transworld UK Overnight and International (which this guide covers) or CitySprint SameDay service. From the dashboard you can also track your deliveries and access reporting.



## Adding booker information

Select the correct account you want to book on; this will auto-populate the booker fields with the default information loaded against your profile. This section is not mandatory but you may wish to add details of the booker if it differs from the sender of the package.

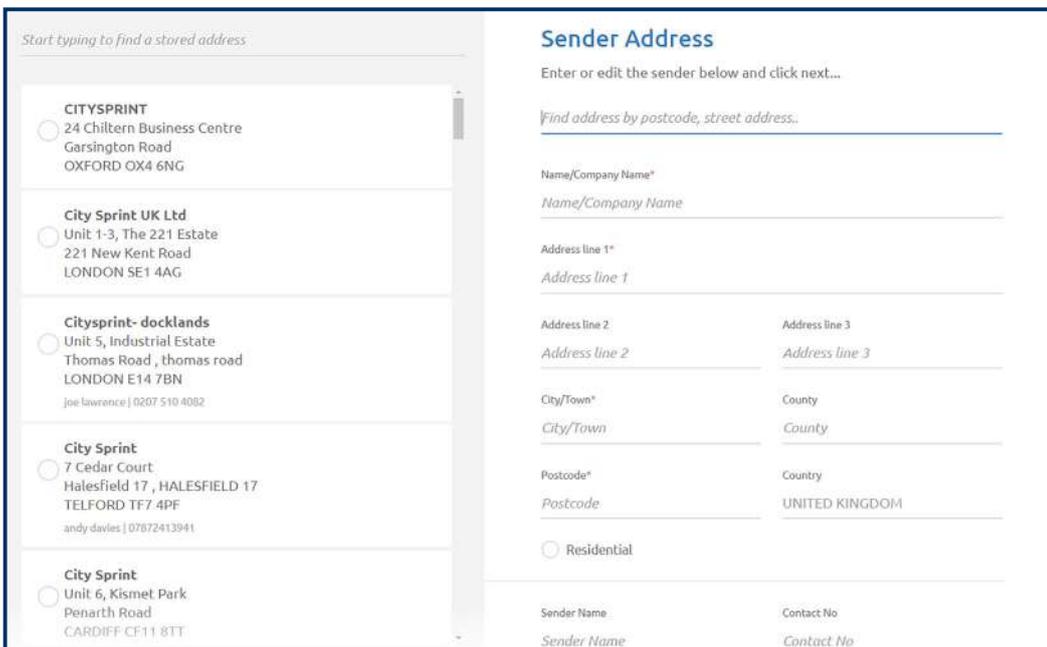


## Adding sender information

If you have a default shipping address set on your profile, these details will show in the 'Sender address' field to the left-hand side of the screen. You can set your default sender address in your address book - head back to your dashboard, click 'My Profile' and then 'Manage address book'. To amend these details, click on the pencil icon.

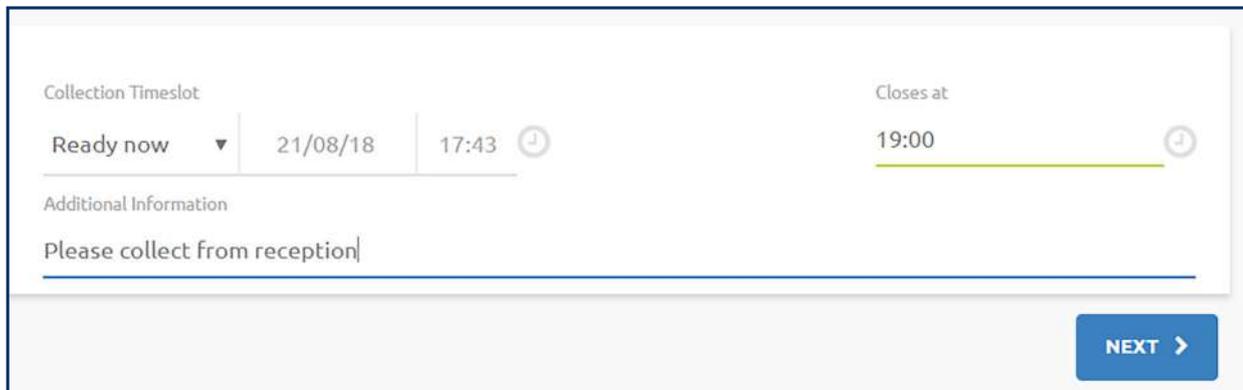
If you don't have a default shipping address, or if you need to change the collection address for this shipment, click the pencil and either select a saved address (to your left) or find a new address (on the right). Don't forget to push **enter** once your postcode has been entered to display the list of addresses to select from.

Please note, you can only book online with sender address details within the UK. If you want to book a collection from an international address, please give your local team a call.



## Selecting a collection time and date

You can book a collection for today or pre-book for a future date, just let us know what time your package will be ready. Don't forget to include when you need the parcel collected by as we don't want to miss you.



Collection Timeslot

Ready now ▾ 21/08/18 17:43 ⌵

Closes at 19:00 ⌵

Additional Information

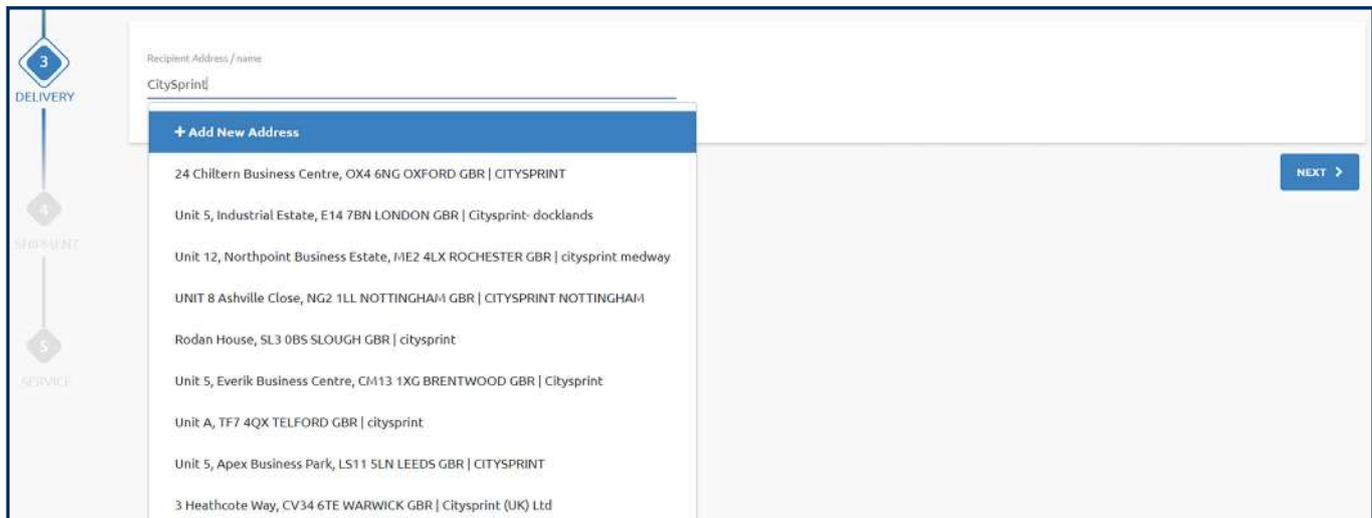
Please collect from reception

**NEXT >**

## Select a delivery address

As you start to enter your delivery address, the platform will either:

1. Show you saved addresses that match the details you have entered.



3 DELIVERY

Recipient Address / name

CitySprint

**+ Add New Address**

- 24 Chiltern Business Centre, OX4 6NG OXFORD GBR | CITYSPRINT
- Unit 5, Industrial Estate, E14 7BN LONDON GBR | Citysprint- docklands
- Unit 12, Northpoint Business Estate, ME2 4LX ROCHESTER GBR | citysprint medway
- UNIT 8 Ashville Close, NG2 1LL NOTTINGHAM GBR | CITYSPRINT NOTTINGHAM
- Rodan House, SL3 0BS SLOUGH GBR | citysprint
- Unit 5, Everik Business Centre, CM13 1XG BRENTWOOD GBR | Citysprint
- Unit A, TF7 4QX TELFORD GBR | citysprint
- Unit 5, Apex Business Park, LS11 5LN LEEDS GBR | CITYSPRINT
- 3 Heathcote Way, CV34 6TE WARWICK GBR | Citysprint (UK) Ltd

**NEXT >**

2. Prompt you to add a new address.



3 DELIVERY

Recipient Address / name

26 Northbourne Road

**+ Add New Address**

**NEXT >**

Don't forget to include a local telephone number for the recipient for all bookings.

## Accepting country regulations

Here we display information about shipping to the country you have selected. It is important that you read this information as there might be something that could alter your delivery. We've tried hard to keep this short and only display the most important information but remember, it isn't exhaustive. If you have any questions, a member of our team will be happy to help.

Additional Information

*e.g. Door entry code is AB489*

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 **Read & accept the GBR country regulations**

NEXT >

## Shipment information

Here we ask you some quick questions about what you're delivering- these are important as we want to ensure your shipment gets to its final destination safe and sound. The questions asked change depending on whether you are sending a document or non-document. Some of our most popular commodities are already in the system to save you time!

1. If you are sending a document, answer the shipping questions and then enter the total weight of your shipment and the number of pieces you are sending.

4  
SHIPMENT

Consignment Details

Documents     Non - Documents

Total Weight (kg)

Total No. of Pieces\*

2. When sending a non-document shipment, we need a little more information. For each different item you are sending, you'll need to add in the quantity and value. To add another item type, click the blue '+' icon. Next add the dimensions of your shipment (in cm) and then complete this section with the total weight. The number of pieces and total volumetric weight will automatically calculate for you.

4  
SHIPMENT

Consignment Details

Documents     Non - Documents

Goods info				+
Shipping Items(s)?	Quantity*	Total Value*	Insure	
Conference stand	1	2500	<input type="radio"/>	-
Pop-up banners	3	150	<input type="radio"/>	-
Corporate brochure	1000	100	<input type="radio"/>	-

Items/Boxes info				+
Box dimensions (cm)				Total boxes*
120 x 45 x 45				1
120 x 15 x 15				3
28 x 30 x 34				4

Total Weight (kg)

Total No. of Pieces\*

Total volumetric weight

## Select a service

Select the service that suits you best! To help make your selection easier, we have put those services that have the fastest transit time at the top.

Service Options	Start -> End	Price	Collection By	Delivery By
UK09 UK PARCELS - BY 09:00	39h 04	€ 145.75	22/8/2018 13:45	23/8/2018 09:00
UK10 UK PARCELS - BY 10:30	40h 34	€ 124.37	22/8/2018 13:45	23/8/2018 10:30
<input checked="" type="checkbox"/> UK12 UK PARCELS - BY 12:00	42h 04	€ 111.77	22/8/2018 13:45	23/8/2018 12:00
UKND UK PARCELS - STANDARD	47h 34	€ 100.85	22/8/2018 13:45	23/8/2018 17:30
UKS9 UK PARCELS - SATURDAY 09:00	87h 04	€ 172.55	24/8/2018 13:45	25/8/2018 09:00
UKST UK PARCELS - SATURDAY 10:30	88h 34	€ 151.16	24/8/2018 13:45	25/8/2018 10:30
UKSN UK PARCELS - SATURDAY 12:00	90h 04	€ 138.57	24/8/2018 13:45	25/8/2018 12:00

## Add delivery notifications

You can keep as many people as you like up to date with the journey of your shipment. You can set your default booker notification requirements in 'My profile' which can be found back on the dashboard. **We would recommend adding the recipient of the shipment to the notification list so they will be ready to accept delivery.**

Click the '+ Add new notifications' button which sits just above the 'Review & book' button. We can send booked, collected and/or delivered notifications via SMS and email. When adding a mobile number, don't forget to include the correct country code (using '00' or '+') and you'll need to remove all spaces.

### Notification

**Email**

marketing@citysprint.co.uk	<input checked="" type="checkbox"/> Booking	<input checked="" type="checkbox"/> Collection	<input checked="" type="checkbox"/> Delivery	-
ntulip@citysprint.co.uk	<input type="checkbox"/> Booking	<input type="checkbox"/> Collection	<input checked="" type="checkbox"/> Delivery	-

[+ Add new row](#)

**Phone**

007889710960	<input checked="" type="checkbox"/> Booking	<input checked="" type="checkbox"/> Collection	<input checked="" type="checkbox"/> Delivery	-
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[+ Add new row](#)

CANCEL **UPDATE**

## Confirm your booking

Click the 'Review & book' button! If you have any fields that are incomplete, you'll get a red error message which will point you to the field that you need to complete. Review your booking summary page carefully and complete the declarations at the bottom of the page. Here is where you can select if you wish to cover any customs duties and/or taxes, or if you would like the recipient to pay them (if applicable). If any of your fields are completed incorrectly, you can edit your booking by clicking the 'Edit details' button at the bottom of the page.

If you want to make another booking, simply scroll to the top of the page and click on the 'New shipment' button in the top right-hand corner of the screen.

**Order Summary**

Account number and name: REDHILL - CS - LESLEY WACKETT

**GBR** → **GBR**

**UK12 UK PARCELS - BY 12:00**  
Charge: £ 111.77

Total Boxes	8 boxes
Total volumetric weight	87.9 kg
Total goods value	€ 2750.00
Total weight	65 kg

**GBR country regulations**

1. DELIVERIES MAY BE ATTEMPTED FROM 07:30 IN SOME AREAS, PLEASE ENSURE THAT THE RECIPIENT IS AVAILABLE TO ACCEPT YOUR SHIPMENT TO AVOID DELAYS AND ADDITIONAL CHARGES.  
 2. CITYSPRINT RECOMMENDS THAT TENDERS, PASSPORTS & TRAVEL DOCUMENTS, TICKETS, LEGAL DOCUMENTS, CONFIDENTIAL DATA OR ITEMS WITH A FINITE VALIDITY PERIOD ARE SENT USING SECUREDATA COURIER, SAME DAY COURIER OR NETWORK COURIER SERVICES.  
 3. SHIPMENTS CONTAINING FRAGILE ITEMS OR THOSE THAT REQUIRE CAREFUL HANDLING MAY NOT BE SUITABLE FOR TRANSPORT THROUGH THE UK OVERNIGHT PARCELS NETWORK. PLEASE CONTACT CITYSPRINT TO BE RECOMMENDED THE MOST APPROPRIATE SERVICE.  
 4. ALWAYS INCLUDE THE RECIPIENT'S FULL STREET ADDRESS INCLUDING POST CODE. FOR SHIPMENTS TO P.O. BOX ADDRESSES YOU MUST ALSO PROVIDE A CONTACT NAME AND THEIR TELEPHONE NUMBER.  
 5. SHIPMENTS ADDRESSED TO P.O. BOX ADDRESSES MAY BE DELAYED, WILL NOT BE COVERED BY ANY CITYSPRINT SERVICE COMMITMENTS AND MAY INCUR AN ADDRESS CORRECTION CHARGE.  
 6. ADDITIONAL SERVICES MAY BE AVAILABLE, PLEASE CONTACT YOUR LOCAL CITYSPRINT SERVICE CENTRE TO CONFIRM AVAILABILITY AND PRICES IF THE SERVICE YOU REQUIRE IS NOT SHOWN ON THE SERVICE GUIDE.

Read & accepted the GBR country regulations

[EDIT DETAILS](#) [BOOK NOW](#)

## Status and tracking information

For information on shipments you've sent, click on the 'Order history' button in the top right-hand corner. Here you'll find the shipments booked today, those that are already in transit and those that were most recently delivered. For a more refined list of shipments, use the filters to locate a specific shipment or search via a date range. For all shipments you can print labels and commercial invoices (if applicable) you'll need to be in list view, which you can choose via the hamburger menu and select the shipment/s that you need labels for. Once ready, click on the printer icon and select either label or commercial invoice.

Quick tip: You no longer need a print consignment anymore.

**Order History**

Account number and name: REDHILL - CS - LESLEY WACKETT

01 Today's Bookings | 00 Jobs In-Transit | 01 Jobs Delivered

[FILTER](#)

**Order History**

Account number and name: REDHILL - CS - LESLEY WACKETT

HAWB No / Account No	Delivery	Consignment Type	Delivery Date	Status
7350968 MARKETING TEAM	24 CHILTERN BUSINESS CENTRE GARSINGTON ROAD	RODAN HOUSE SLOUGH, GBR RODANBROOK 4 WILLOW ROAD, COLNBROOK	Non Documents 8 87.7	23/8/2018 12:00 Booked

[PRINT LABEL](#)

[PRINT CUSTOM INVOICE](#)